

*[Handwritten signature]*



Intelligent Commercial Environments, Inc.  
7730 East Bellevue Avenue, Suite AG3, Greenwood Village, CO 80111  
phone: 303-771-9530 • fax: 303-740-8104  
www.theiceteam.com

I.C. Environments is committed to providing quality office solutions. We eagerly solicit your participation in this customer survey so that we can maintain a high standard of service. The information you give us will be instrumental in measuring performance and improving the service we give to our customers in the future. Thank you for your time and assistance.

Please indicate your level of satisfaction by circling the appropriate response below:

	Excellent	Good	Fair	Poor
Please rate the performance of your sales contact on the following:				
Product knowledge	4	3	2	1
Understanding of your needs	4	3	2	1
Responsiveness	4	3	2	1
Courtesy	4	3	2	1

	Excellent	Good	Fair	Poor
Please rate the performance of you project manager on the following:				
Attention to detail	4	3	2	1
Accuracy	4	3	2	1
Responsiveness	4	3	2	1
Courtesy	4	3	2	1

	Excellent	Good	Fair	Poor
Please rate the performance of your installation crew on the following:				
Quality of workmanship	4	3	2	1
Timeliness	4	3	2	1
Product appearance/clean-up	4	3	2	1
Courtesy/professionalism	4	3	2	1

Please rate the overall quality of the following process in terms of ease, accuracy, timeliness, etc.:

	Excellent	Good	Fair	Poor
Order placement	4	3	2	1
Billing	4	3	2	1
Service	4	3	2	1
Follow up	4	3	2	1
Overall satisfaction of client's experience with I.C. Environments:	4	3	2	1

We appreciate any additional comments you might have on your experience with I.C.E. and any comparisons with other furniture vendors you have done business with: I WORKED WITH SEVERAL DIFFERENT VENDORS ON OUR FURNITURE NEEDS AND THE ICE TEAM WAS HIGHLY PROFESSIONAL, EXPERIENCED, AND HELPFUL. THESE ATTRIBUTES WON THE BID. THEY DO AN OUTSTANDING JOB!

Name/company: CHRIS TOURSCHER / BRAIN MATTERS, INC